

February 7, 2008

Subject: Century Communication Services Not Rendered

Dear Sir or Madam:

I am a homeowner in Live Oak Tampa. The note listed below was a concern of mine back in 08/07. It is now 02/08 and I am still not having my home monitored because I cannot pay \$85 to have someone just LOOK at the problem. Please take our concerns into consideration when making your decision. As we want to create a better live for our family. And companies like Century take advantage of that dream and could put peoples lives at risk without any consideration.

(This was an e-mail I sent to my HOA back then, and he was unable to do anything about it)

We are all supposed to be monitored through Century Communication alarm. One day the alarm went off (when I was in the shower). I was waited for the phone to ring from Century. After I checked out the house I could not determine why the alarm went off. The phone call from Century never came, which I thought was wired so I called them. They said they had not gotten any alarm from my address and requested I do a test. Which I did and they still did not get an alarm from my address. After further discussion they said I was not being monitored anymore. My concern was, how long was I not being monitored, what if it had been a real emergency and I was under the impression I was being monitored. I never received any notification that my alarm system was not being monitored. I called the HOA because I was upset at the fact Century wants to charge me \$85 to determine what the problem is. They told me that if you have had your phone service changed this may happen. I have never had my phone service changed. I did add Verizon Cable and Internet (an extra \$70 a month). But not my phone The HOA was supposed to get back to me and of course they did not.

So you may say, so pay the \$85 after all, it was in the very fine print in the over 1000 pages of information they gave to you at closing.

My biggest concern is that Century Never contacted me to advise that I was no longer being monitored. This is my sense of security and peace of mind they took from me. (Which is what they sold me on). Then I ask, I wonder how many other home owners are paying for a service (which they are locked into), and are not being delivered on (like myself and can not do anything about it)

Sincerely,

Michelle Abreu
Homeowner @ Live Oak